

Questions and Answers:

Hands-On Session

1. (Q) What secure work groups can people try to join? Do they have to be invited?
(A) The groups they can join are the ones their approved for, the list shown is the available group list.
(A) Standard or secure workgroup: User can look at group summary, and can also ask to join.
2. (Q) Do the colors of the work groups mean anything?
(A) Colors on list don't mean anything, they are just personal preference.
3. (Q) How long does a reset take for a password?
(A) Approximately a half day, but if it is a special group, the user must contact the founder and they will help to reset the password.
4. (Q) Can a calendar be made secure (such as special access)?
(A) Yes.
5. (Q) How do you find what is the latest info on the workgroup?
(A) Users can check the What's New page, and there's also a community update that's e-mailed (if requested by the user).
6. (Q) How long is content on the What's New page?
(A) The content is not tied to the date, but is based on last number of the most recently added info (this number can be set by administration).
7. (Q) Who can be moderator?
(A) Anyone.
8. (Q) If someone puts a document up in a moderated section, can everyone see it?
(A) The content does not appear to everyone until approved. The administrator and the content moderator can get notification when new content is added.
9. (Q) Where do you turn on the content moderation?
(A) In the Administration section. Just select which tools to moderate and select a moderator.

10. (Q) How do you know you can use the polls?
(A) The system will tell you which polls are available to respond in.
11. (Q) Do people know if they will be on the poll (or if replies will be anonymous)?
(A) The system can be set for how the poll will display.
12. (Q) How do people know they are to vote on the poll?
(A) The person setting up the poll can send out an e-mail link. The administrator can also have polls appear on the What's New page. Notification is not done automatically.
13. (Q) Can that option on automated notification for polls be added to PBMA?
(A) We'll find out.
14. (Q) How did you get to the Add Folder screen?
(A) Log into work group, go to the menu bar, select Document Library (need to get into workgroup – Kathy approved requests).
15. [Actually, this is more of a comment] When people request access to a work group, how about asking for more information such as Center, job description, paragraph about who they are, especially if don't have a NASA address. Request that there is more instruction on what to put in the text file.
16. (Q) Whoever uploads has version control rights?
(A) Members should be able to see the version control status.
17. (Q) How long are versions kept?
(A) Versions are kept until deleted.
18. (Q) How do you know to respond to a discussion?
(A) An e-mail can be sent, or a new discussion can appear on the What's New page.
19. (Q) Can the PBMA work group discussion tool be used when using SecureMeeting?
(A) SecureMeeting has its own chat feature.
20. (Q) Is there a way to have attachments on polls?
(A) Yes, Kathy showed how to attach related content.

21. (Q) Could the person on the other end of the poll also make attachments (as part of the response)?
(A) Yes, as a part of the poll response field.
22. (Q) Will everyone see the results of the interaction?
(A) Kathy said yes.
23. [Actually, this is more of a comment] Interested in using [PBMA] as a feature for a document management system, gets opinions on the development of the info between people involved.
24. [Maria Note] When planning to show Training work group and invite people to follow along, maybe make participants members ahead of time.
25. (Q) Can you track through the system the changes that made to a work group (such as in the admin section)? Can the system tell where an error occurred to help with dealing with a problem?
(A) The system has a tracking log, but it can't find a specific instance. The user will need to tell PBMA help directly.
26. (Q) Do administrators get notice if the work group is about to run out of space?
(A) No. If close to the limit and about to pass, the system will refuse to allow updates. The administrator can request to have more space.
27. (Q) Is there a difference between the 2 "Assign Group" buttons?
(A) No, it is just that way in case the members list gets really long, to help with navigation.
28. (Q) Is it the same process to sign up and participate in SecureMeeting as for secure work groups?
(A) No, there must be a different sign up for SecureMeeting from the secure work groups.
29. (Q) Does the user name and password have to be different from work group one?
(A) No, they can be the same. PBMA is working to have a single sign-on between these capabilities.
30. [PBMA statement] All participants in SecureMeeting must have accounts to access the capability. The content is not being recorded.

31. (Q) What happens if I get locked out from SecureMeeting?
(A) You get locked out for a half hour [check this answer with the PBMA team].
32. (Q) What's done about people with Macs, can they be all three roles in SecureMeeting?
(A) There is sometimes an issue with the controller role.
33. (Q) How do you give controller access?
(A) You give the rights away.
34. (Q) Will this room be secure for lunch?
(A) Lunch is right outside the room and will be buffet style.